DENON

GLOBE CRUISER™

AH-NCW500

On-Ear Headphones / Wireless Headphones

Owner’s Manual

Getting started

Thank you for purchasing your Denon Globe Cruiser headphones. Denon's engineers have taken great care to design and develop these headphones to provide you with the best-in-class personal listening experience. Please refer to this guide for assistance when using these headphones.

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Accessories

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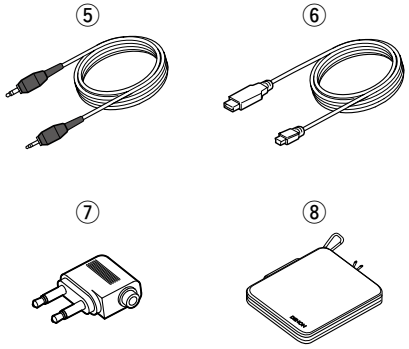


Features

Wireless connection over Bluetooth (☞page 5)
Enjoy listening to music wirelessly from Bluetooth enabled audio devices, once paired. Also, easily control the operation of Bluetooth-enabled devices from the headphones.

Wireless, CD-Quality Sound
These headphones feature aptX technology for CD-Quality audio over Bluetooth connection.
If your Bluetooth-enabled audio source supports aptX, this feature is enabled automatically.

Noise cancelling function (☞page 5)
Turn the noise canceling function on to enjoy clear sound with minimal ambient noise, even when riding in a noisy commuter train, etc.

Hands-free calling compatibility (☞page 6)
Pairing the headphones with a Bluetooth-compatible mobile phone enables hands-free calling.

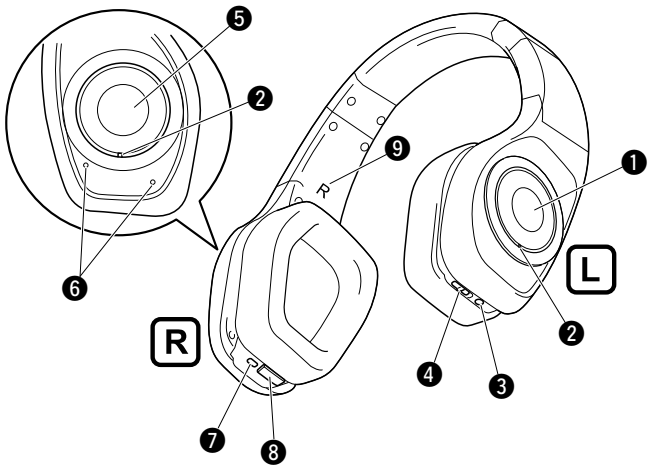
Crystal Clear Phone Conversation
The headphones utilize CVC (Clear Voice Capture) technology for clear calls with minimum echo and signal noise.

Rechargeable battery included (☞page 2)
Recharge the battery on the headphone by connecting it to your computer using the USB micro cable (included).

Optional wired listening via audio cable (☞page 5)
An audio cable is included for when wireless listening is not allow (for example, in flight).

Preparation for Use

Functions



❶ **Call button**
Press to make calls using a paired mobile phone device.

❷ **Status indicator LED**
Displays information on the headphones' status.

❸ **Stereo mini jack (ø2.5 mm)**
Connector for the included audio cable.

❹ **Noise cancelling function toggle switch**
Turns the noise cancelling function on and off.

❺ **Control wheel**
Operates a paired audio device (☞page 5 "Listening to music using Bluetooth".

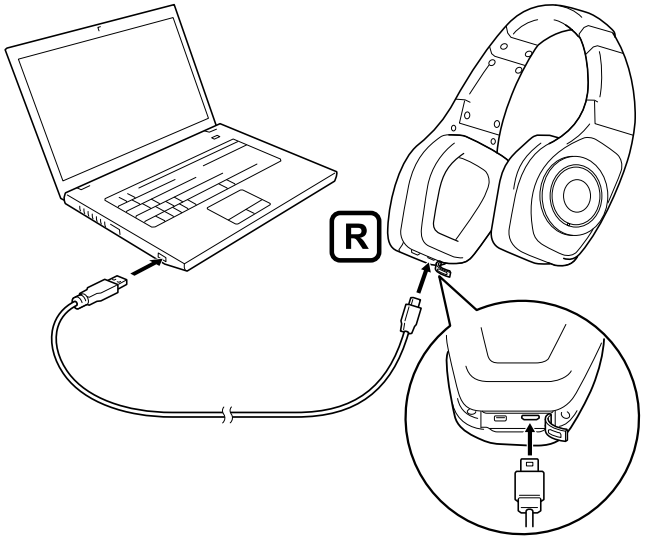
❻ **Call microphone**

❼ **Bluetooth button**
Turns Bluetooth on and off. Also used when performing Bluetooth pairing.

❽ **Charging port (USB connection port)**
Recharge the headphone battery by connecting the USB micro cable (included).

❾ **L/R indication**

Charging the battery



Charge the headphone battery when first using it after purchase or when the battery level is low by connecting the headphones to a computer using the included USB cable.
The LED indicator will flash when the battery is being charged.
- 0% to 49% charged : Slowly flashes red
- 50% to 99% charged : Flashes red every 2 seconds
- 100% charged : LED indicator turns off

- When the battery level is low, the LED indicator will flash red every 3 seconds accompanied by a beeping sound.
- Should the battery run out of power, you can still enjoy listening to music by connecting the audio cable (included) (☞page 5 "Listening to music using the audio cable").
- When fully charged, the battery provides approx. 10 hours of audio playback time.
- Audio from a paired Bluetooth device can be played and phone calls can be made while the battery is recharging. In this case, depending on the personal computer being used, some noise may mix with the headphones audio.
- It takes approx. 2 hours to charge the battery from empty to full.

NOTE
- If the battery runs out during headphone use, a beeping sound will be emitted and the headphones will turn off.
- Usage time may vary depending on the usage environment's temperature, method of use, etc.
- If usage time is extremely short even when the battery has been fully charged, the battery may be near the end of its life. In this case, please contact DENON service center.
- Do not attempt to replace the battery.

Pairing with a Bluetooth device

To listen to music or make phone calls, the Bluetooth device must first be registered (pairing).
After pairing has been completed, the Bluetooth device can be reconnected to the headphones.

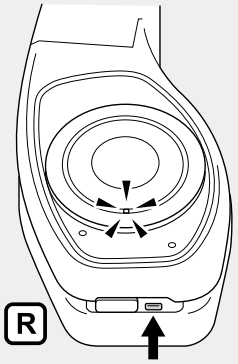
NOTE

Please pair devices again in the following cases.

- After nine devices or more have been paired
  The headphones can register a maximum of eight devices. From the ninth device onward, new pairings will overwrite previously stored pairing information, starting from the oldest pairing.
- If the pairing information on the headphones or Bluetooth device has been deleted

1 With the headphones' Bluetooth function off, press and hold the Bluetooth button for approx. 4 seconds.

- The red and blue LED indicators will alternately flash, and the headphones will enter pairing standby mode.
- If the Bluetooth function is on, turn it off (☞page 4 "Turning Bluetooth Wireless Connectivity On").



2 Initiate pairing procedures on the Bluetooth device to be connected, and search for the headphones.

- Refer to the Bluetooth device's owner's manual for details.
- If a PIN code (passkey) is requested, enter "0000" (four zeros).
- The blue LED indicator will light up for approx. 5 seconds when pairing has been completed.

- The headphones will exit pairing standby mode if pairing has not been completed within 3 minutes. In this case, press and hold the Bluetooth button for 5 seconds or more to turn off the Bluetooth function, then start the pairing process again.
- The headphones will be shown as "DENON AH-NCW500" on the Bluetooth device to be paired with.

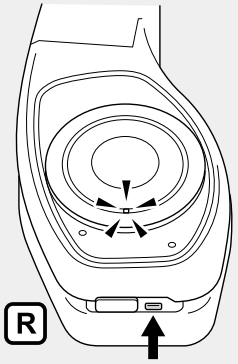
❑ Deleting pairing information

If incorrect pairing information has been registered or you wish to pair devices again, delete the registered pairing information first.
Press and hold the call button for approx. 5 seconds or more when the headphones and Bluetooth device are paired to delete the pairing information. When the information is deleted, a beeping sound will be emitted and the red and blue LED indicators will flash simultaneously five times.

Turning Bluetooth Wireless Connectivity On

Turn the Bluetooth function on in advance for the Bluetooth device which is to be connected.

Press and hold the headphones' Bluetooth button for approx. 1 second.



- A beeping sound will be emitted and the red and blue LED indicators will light up simultaneously for approx. 1 second.
- The power switches on, and the Bluetooth function switches on.
- Bluetooth is automatically connected if the headphones and Bluetooth device have already been paired (☞page 3 "Pairing with a Bluetooth device").

❑ Turning Bluetooth Wireless Connectivity Off

There are 2 ways of turning the Bluetooth wireless connectivity off: 1) connect the audio cable (included) to the audio input jack on the left ear cup. This automatically turns Bluetooth off and power switches to standby status. OR; 2) Press and hold the Bluetooth button for approx.. 5 seconds or more….

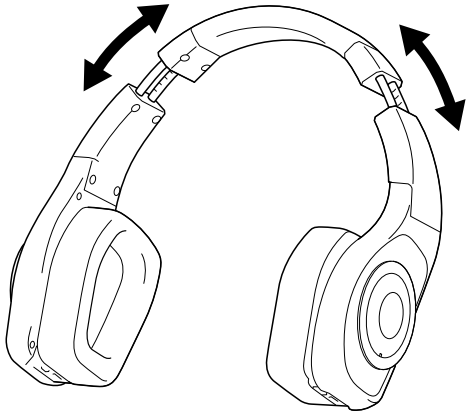
- A beeping sound will be emitted and the red and blue LED indicators will light up simultaneously for approx. 1 second.
- The power then switches to a standby status, and the Bluetooth function switches off.

- If an audio cable is connected to the headphones while the Bluetooth function is on (power is on), the Bluetooth function automatically switches off (power switches to standby status).
- Even when in a power standby status, the headphones still consume a small amount of power.

NOTE

If the LED indicators don't light up when you press the Bluetooth button, the battery has been depleted. Please recharge the battery.

Adjusting the fit of the headphones



Adjust the slider length to fit your head when wearing the headphones.

NOTE

- Please read the attached "Precautions on the use of headphones" documentation.
- Avoid getting your fingers or other body parts caught in the product's moving portions.
- Do not pull forcefully on the sliders.

Listening to Music

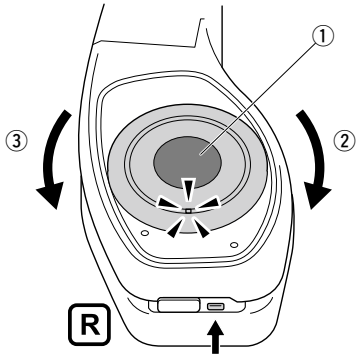
When using the headphones wirelessly, make sure that the Bluetooth function on the Bluetooth device is enabled. When using the headphones with the cable connected, make sure that the Bluetooth function is disabled.

Listening to music using Bluetooth

Operates the paired Bluetooth device using the control wheel.

NOTE

The Bluetooth function will turn off automatically when a device is connected using the audio cable, and operation of the connected Bluetooth device using the headphones will be disabled.



Play/Pause	Press ① one time	●
Next track	Press ① two times	●●
Previous track	Press ① three times	●●●
Fast forward	Operates after ① has been pressed two times in quick succession	●▬
Rewind	Operates after ① has been pressed three times in quick succession	●●▬
Increase volume∗1	Rotating ② the control wheel and bouncing it off the momentary switch	
Decrease volume∗2	Rotating ③ the control wheel and bouncing it off the momentary switch	

The blue LED indicator will light up continuously during playback.

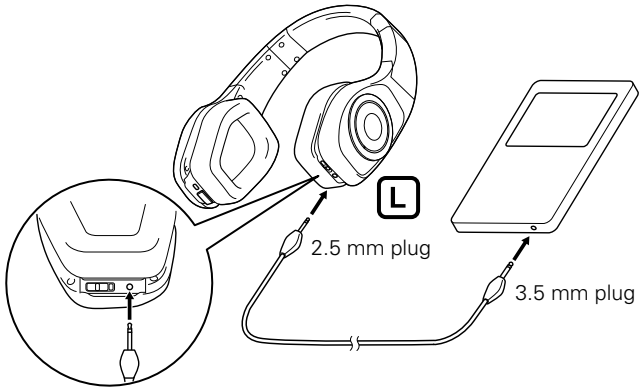
∗1 When the volume reaches the maximum level, two short beeps sound as a warning. You cannot increase the volume any more.

∗2 When the volume reaches the minimum level, two short beeps sound as a warning. You cannot decrease the volume any more.

- These headphones are compatible with SCMS-T copy protection. They can be used to listen to audio from mobile phones, one-seg TVs, and other SCMS-T–compatible devices.
- In order to listen to music using a Bluetooth connection, the connected Bluetooth device must support A2DP (Advanced Audio Distribution Profile).∗
- In order to control audio playback from the connected Bluetooth device using the headphone controls, the connected Bluetooth device must support AVRCP (Audio Video Remote Control Profile).∗

∗ Refer to the Bluetooth device's owner's manual for information on supported Bluetooth profiles.

Listening to music using the audio cable



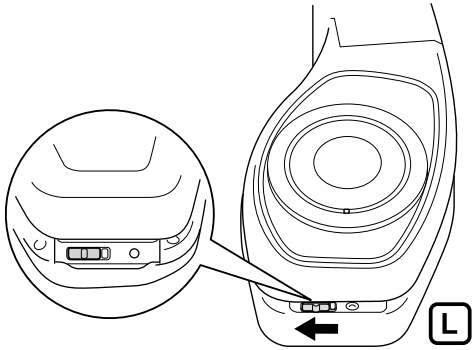
Use the included audio cable when not using the Bluetooth function, when connecting to a device that does not support Bluetooth, etc.

- Even when connecting using the audio cable, the noise cancelling function can be used.

NOTE

- Bluetooth calling and audio device control functions on the headphones cannot be used when connecting using the audio cable.
- The noise cancelling function may not operate properly for certain portable devices with digital amplifiers, etc.

Operating the Noise Cancelling function to block out ambient noise



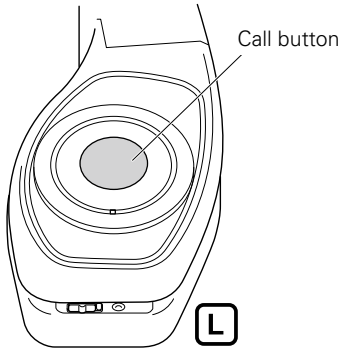
Turn the noise cancelling function toggle switch to on.
When the switch is flipped, the blue LED indicator will flash two times.

Conducting Phone Calls

Your Denon Globe Cruiser headphones feature integrated controls and microphones for easy hands free phone conversations. The call button on the left ear cup allows you to easily operate Bluetooth compatible mobile phones once they're paired with the headphones (☞page 3 "Pairing with a Bluetooth device").

NOTE

The Bluetooth function will turn off automatically when a device is connected using the audio cable, and calls using the headphones will be disabled.



Making a call

There are 2 methods of making a phone call:
① dial the phone number manually using the paired mobile phone, or ② press the call button on the headphone once to use voice activated call dialing. When you make a call, audio playback will be paused temporarily until the call has been ended.

Answering an incoming call

When an incoming call is detected, you will hear the music pause and a ringtone sound come over the headphones.
Press the call button once to answer the call.

Ending a call

To end a phone conversation, press the call button once. When the call has ended, playback of the music that you're listening to will resume automatically.

Using the call waiting function

Use either of the following methods to take an incoming call while a call is in progress.

NOTE

Certain mobile phones may not support call waiting.

❑ End the current call and take the new call

When another incoming call is detected while a call is in progress, press the call button one time.

❑ Put the current call on hold and take the new call / switch to the on-hold call

Press and hold the call button for approx. 3 seconds.

Ignoring an incoming call

When an incoming call is detected, press and hold the call button for approx. 3 seconds to ignore the call.

Switching from headphones to the mobile phone during a call

Press and hold the call button for approx. 5 seconds or more to switch from talking through the headphones to talking on the mobile phone itself.

NOTE

This switching is not possible during the call waiting function. In such cases, the switching must be performed at the mobile phone.

Other operations

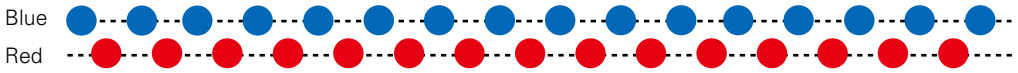
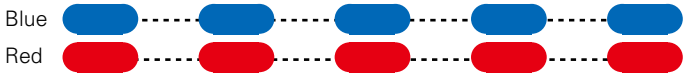
Incoming call detected	**Answer**	Press call button once
In standby mode / during audio playback	**Redial**	Press call button two times
	Voice dial / voice-activated call	Press call button one time
Call in progress	**End call**	Press call button one time
	Mute on/off	Press call button two times

- Spin the control wheel to adjust the volume level of the other caller's voice.
- In order to make a call using the headphones, the connected Bluetooth device must support either HSP (Headset Profile) or HFP (Hands-Free Profile).*
- In order to make or answer a call during audio playback, the connected Bluetooth device must support either HSP (Headset Profile) or HFP (Hands-Free Profile), and must also support A2DP.*

* Refer to the Bluetooth device's owner's manual for information on supported Bluetooth profiles.

Additional Information

Overview of LED indicator display patterns

Headphone status/function	LED indicator display
Bluetooth on/off	
Pairing in progress	
Pairing standby mode	
Pairing complete	
Deleting pairing information	
Receiving Bluetooth signal	
Incoming phone call	
Cable connection	
Noise cancelling on/off	
Battery level low	
Battery charged 0% to 49%	
Battery charged 55% to 99%	
Battery charged 100%	

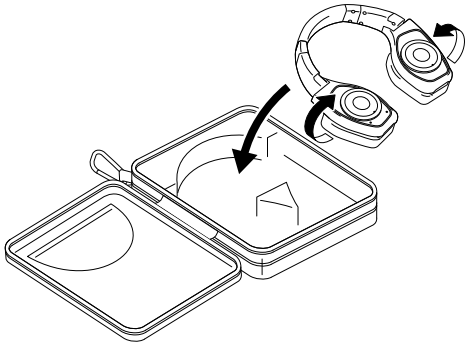
Airplane use

To use these headphones to listen to the on-board music broadcast in the aircraft cabin, use the included audio cable and conversion plug.

NOTE

- The conversion plug may not be suitable for certain aircraft.
- Do not use these headphones when the use of electronic devices is prohibited on board, or when the use of personal headphones to listen to the in-flight music services is prohibited.

Storing in the carrying case

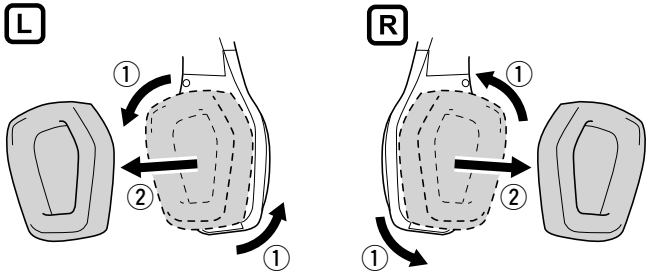


Remove the cable and plug, fold up the headphones and place them in the case.

❑ For even more compact storage

Detach the ear pads as shown in the illustration, then close the carrying case's outer fastener.

Place the detached ear pads in the available space inside the case.

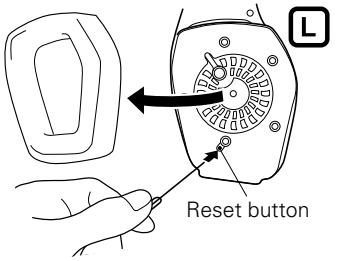


NOTE

Do not force the headphones into the case, as doing so may damage them.

Troubleshooting

Denon Globe Cruiser headphones have been engineered to provide superior audio performance and ease of use. If you encounter issues with the operation of the headphones, please check below for answers to common issues.

Issue	Proposed Solution	Relevant page
Bluetooth function will not turn on.	• Charge the battery by connecting the headphones to a computer using the included USB cable.	2
Cannot perform pairing.	• Bring the Bluetooth device to be connected and headphones closer together.	3
Cannot establish Bluetooth connection.	• Confirm that the headphones' Bluetooth function is turned on. • Confirm that the Bluetooth device to be connected is turned on and its Bluetooth function is activated. • Confirm that the Bluetooth device to be connected is not in sleep mode. • Pair devices again. • If the headphones and Bluetooth device are connected using the audio cable, disconnect the cable. The headphones' Bluetooth function will turn off automatically when it is connected using the audio cable.	3, 4 3 – 3 5
Sound cannot be heard through the headphones during Bluetooth connection.	• Confirm that the headphones' Bluetooth function is turned on. • Confirm that the Bluetooth device to be connected is turned on and its Bluetooth function is activated. • Select the A2DP profile on the transmitting Bluetooth device. Refer to the Bluetooth device's owner's manual for details. • Confirm that the connected Bluetooth device's audio playback has been initiated. • Increase the volume level. If necessary, increase the volume level on the connected Bluetooth audio device. • Pair devices again.	4 3, 4 5 – 5 3
Cannot operate connected Bluetooth device using headphone controls.	• If the headphones and Bluetooth device are connected using the audio cable, disconnect the cable. The headphones' Bluetooth function will turn off automatically when it is connected using the audio cable. • Reset the headphones by inserting a paperclip or similar object into the hole behind the ear pad and pressing the reset button inside. Reset the headphones by removing the ear pad and then using a paperclip or similar object to press the reset button (see the figure on the right). Even if you reset the headphones, pairing information for the Bluetooth device will not be deleted. 	5 –
Cannot hear caller's voice during phone call.	• When listening to music using the headphones, press the call button to switch to call mode. • Confirm that the headphones' Bluetooth function is turned on. • Confirm that the Bluetooth device to be connected is turned on and its Bluetooth function is activated. • Select the HSP or HFP profile on the transmitting Bluetooth device. Refer to the Bluetooth device's owner's manual for details. • Confirm that calls using the headphones are enabled on the connected Bluetooth device. Refer to the Bluetooth device's owner's manual for details. • Increase the call volume level. • Increase the volume level on the connected Bluetooth-compatible mobile phone if necessary.	6 3, 4 3, 4 6 – 5 –

Precautions on use of the headphones

- Make sure to read the owner's manual for the device to be connected to the headphones.
- To avoid disturbing others around you, be aware of the headphones' volume level when using public transportation or when in a public place.
- This product does not guarantee successful operation of this product together with all Bluetooth devices and mobile phones.
- This product does not support connection with all Bluetooth devices and mobile phones.
- This product's wireless Bluetooth technology has a transmission range of approx. 10 meters, but interfering obstacles (people, metal objects, walls, etc.), other radio signals, and other factors may affect the transmission range.
- In order to connect via Bluetooth, the connected Bluetooth device must support use of the same profiles as these headphones. Refer to the Bluetooth device's owner's manual for information on supported Bluetooth profiles.
- Due to the characteristics of Bluetooth wireless technology, there will be a slight delay between sound/music transmitted from the Bluetooth device and sound/music heard through the headphones.

Trademark information

This product uses the following technologies (Random order):

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by D&M Holdings Inc. is under license. Other trademarks and trade names are those of their respective owners.

The CSR logo is a trademark of CSR plc or one of its group companies.

Product specifications

Supported Bluetooth specifications	Bluetooth core specifications Ver. 3.0
Frequency band	2.4 GHz band
Frequency hopping	Frequency-hopping spread spectrum (FHSS)
Transmission power	Max. 2.5 mW (Class 2)
Transmission range	Approx. 10 m (varies according to usage conditions)
Supported Bluetooth profiles	A2DP (audio) AVRCP (audio control) HSP (headset) HFP (hands-free)
A2DP codec support	AAC, aptX, SBC
Max. no. of registered pairings	Max. 8 devices
Driver type	Dynamic type
Driver size	ø 40 mm
Input impedance	100 Ω (when power is on)
Playback frequency	5 to 37,000 Hz
Continuous playback time	Using Bluetooth and noise cancelling functions: 10 hours Using only Bluetooth function: 15 hours Using only noise cancelling function: 25 hours
Continuous standby time	Max. approx. 300 hours
Continuous call time	Max. approx. 15 hours (when noise cancelling is off)
Operating temperature range	Temp.: 5 °C to 40 °C
Power supply	DC 3.7 V built-in rechargeable lithium polymer battery
Weight	305 g

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